Activate your UAlbany account for access to IT Services

Welcome to the University at Albany!

Information Technology Services (ITS) provides the University with a broad range of IT resources. Once you activate your account and set your password, you will have access to IT services for the duration of your studies or employment at the University at Albany.

- **New Admitted Student**: You must first complete the instructions stated in the letter of acceptance sent to you by the Admissions Office. You may be instructed to pay an undergraduate admissions deposit, or if a graduate student, you must wait for the graduate admissions office to finalize your student record after the academic department has approved your acceptance to their degree program. Approximately two business days after completion of the required action, the University will send a message to the personal email address you provided during the admissions process. The email will contain instructions about how to set your password and activate your UAlbany account.
- **New Employee**: Human Resources must enter and complete your employee record. Approximately two business days after Human Resources confirms you have an active employee record, you will be able to set your password to activate your UAlbany account.

Getting Started is Easy!

1. Activate your account and set your password by the steps at [How to Set or Reset Password and Obtain NetID](https://www.albany.edu/myualbany)
2. Log on to MyUAlbany and other services using your NetID and password at [https://www.albany.edu/myualbany](https://www.albany.edu/myualbany)

   - If the confirmation message states the password was set/reset for MyUAlbany and UNIX systems but was NOT set/reset for the Windows Network, you will only have access to MyUAlbany and not to the University email service.
     - This can occur because your email account is still processing. Wait another four hours and then complete the password set/reset process again.
   - If the confirmation message states there is an error with the NetID and does not mention the password being set/reset for any system, your account has not been processed.
     - New students must wait until 1pm on the next business day after their student record is completed by Admissions Office or the Bursar's Office before attempting the UAlbany Password Set/Reset. For example, if your student record was completed on Friday, you must wait until after 1pm on Monday to set your password.
     - An email is sent to a new student's personal email address when their UAlbany account is ready for activation. If you don't receive the email by 1pm on the next business day after the Admissions Office or Bursar's Office completes your student record, contact the ITS Service Desk.

Need more help? Contact the [ITS Service Desk](https://www.albany.edu/its).